

## **Cleaning Services**

### Terms & Conditions

#### **Definitions**

In these Terms & Conditions, the following definitions apply:

**“Cleaning Visit”** – means the visit to the Eligible Tenant’s Address by a Housekeeper to perform the Services included within the tenancy.

**“Company”, “Our”, “Us”, “We”, “Acis Students”** – Acis Group Ltd, its group companies, employees, agents and independent subcontractors.

**“Eligible Tenant”, “You”** - means the person to whom the Services are supplied by the Company under their tenancy agreement.

**“Tenant’s Address”** – means the room or rooms occupied by the Tenant where the Services are to be carried out.

**“Tenancy Agreement”** – the legally binding contract between Acis Students and a Tenant that sets out the terms for renting a property, including rent, duration, and responsibilities.

**“Housekeeper”** - means the person carrying out cleaning and housekeeping services on behalf of the Company.

**“Services”** - means the cleaning and housekeeping services provided to the Tenant as part of their tenancy agreement, including Routine Cleaning Services and Specialist Cleaning.

**“Specialist Cleaning”** – means the specialist cleaning services set out in Schedule 1 to clean body fluids and other substances (for example, vomit).

**“Routine Cleaning Services”** – means the services set out in Schedule 1 that are provided on a recurring basis as part of the tenancy.

**“Weekly Cleaning Schedule”** – means that Cleaning Visits will take place once per week on a day and time determined by the Company and communicated to the Tenant.

**“In writing”** – means email or letter.

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#### **Free cleaning services:**

##### **1. Service Description**

- 1.1. An Eligible Tenant who is in an active Tenancy Agreement for the following room types is entitled to a free clean of their shared kitchen, lounge area and shared bathroom.

- Gold shared where the Tenancy Period is over 44 weeks for the 2026/27 academic year
- Silver shared where the Tenancy Period is over 44 weeks for the 2026/27 academic year

1.2 This benefit is provided for the duration of the Eligible Tenant's Tenancy Period.

## **2. Contract**

- 2.1.** These Terms and Conditions form part of the Eligible Tenant's tenancy agreement and govern the provision of the Services.
- 2.2.** The Tenant agrees that occupation of the accommodation constitutes acceptance of these Terms and Conditions.
- 2.3.** These Terms and Conditions prevail over, and operate to the exclusion of, any other terms or conditions put forward by the Eligible Tenant or which are implied by trade, custom, practice or course of dealing.

## **3. Services**

- 3.1.** The Company shall perform the Services with reasonable skill and care in accordance with the task list set out in Schedule 1.
- 3.2.** Routine Cleaning Services will commence on <insert Date> and continue for the duration of the Tenant's tenancy unless otherwise stated or suspended in accordance with these Terms and Conditions. Cleaning Visits will take place in accordance with the Weekly Cleaning Schedule, on the same day and time where reasonably practicable, subject to clause 3.9.
- 3.3.** All cleaning products will be provided by the Company. Such products will be handled by the Housekeeper only and must not be touched or used by the Tenant. Non-compliance shall be addressed in accordance with clause 4.3.
- 3.4.** All fragile and sentimental items in the Tenant's Address must be removed or secured by the Tenant before the start of the Services.
- 3.5.** Personal items left on worktops, surfaces and/or the floor will be cleaned around by the Housekeeper. The Tenant agrees to put away personal items so that areas are accessible. No replacement visit will be provided for tasks that cannot be completed due to items being left out.
- 3.6.** The Housekeeper will only arrive with equipment required for routine Services. Where Specialist Cleaning is required, this may be arranged by the Company and may be chargeable to the Tenant in accordance with the tenancy agreement. The Company reserves the right to cancel or amend Services where Specialist Cleaning is required.
- 3.7.** In advance of the Services being carried out, the Tenant must inform the Company in writing of any hazards at the Tenant's Address. No replacement visit will be provided for tasks that cannot be completed due to undisclosed hazards.
- 3.8.** The Company reserves the right to refuse or suspend Services if the Tenant is in breach of their tenancy agreement.
- 3.9.** The Company reserves the right to re-schedule Services at its discretion for operational reasons, including staff absence or emergencies.

## **4. Access to Tenant's Address**

- 4.1.** Cleaning times are indicative and not exact. Services will generally be carried out during normal working hours. Time is not of the essence.

- 4.2. Tenants are not required to be present. The Housekeeper may access the Tenant's Address using authorised access arrangements. By accepting these Terms, the Tenant grants permission for access.
- 4.3. The Housekeeper may refuse to carry out Services if it is unsafe to do so (e.g. aggressive behaviour, hazards, or need for specialist cleaning). The visit may be recorded as completed or missed without replacement.
- 4.4. If access cannot be gained within 30 minutes of arrival, the visit may be recorded as missed and may not be rescheduled.

## **5. Charges and Payments**

- 5.1. Routine Cleaning Services are included within the Tenant's tenancy agreement and no separate payment is required.
- 5.2. The Company reserves the right to charge the Tenant for Specialist Cleaning, damage, or additional cleaning required due to misuse, neglect, or breach of tenancy obligations.
- 5.3. Any applicable charges will be applied in accordance with the tenancy agreement and must be paid as directed by the Company.

## **6. Changes and Suspension**

- 6.1. Routine Cleaning Services cannot be cancelled by the Tenant as they form part of the tenancy.
- 6.2. A Tenant may request a change to a scheduled Cleaning Visit by giving at least 24 hours' notice in writing. The Company will use reasonable endeavours to accommodate such requests.
- 6.3. The Company may suspend or withdraw Services:
  - If the Tenant breaches their tenancy agreement;
  - if access is repeatedly denied;
  - if health and safety risks are identified;
  - for operational reasons where reasonably necessary.

## **7. Refunds**

- 7.1. As the Services are included within the tenancy agreement, no refunds are applicable.
- 7.2. The Company may, at its discretion, offer a replacement Cleaning Visit where a Service has not been delivered due to reasons within its control.

## **8. Service Issues / Complaints**

- 8.1. The Tenant must notify the Company in writing of any dissatisfaction, damage, or issues within 24 hours of completion of the Services, including supporting evidence.
- 8.2. The Company will acknowledge complaints within 2 working days and investigate in line with its customer feedback policy.
- 8.3. The Tenant must allow the Company the opportunity to investigate and remedy any issue before arranging third-party services.

## **9. Liability**

- 9.1. The Company shall not be liable for any loss, damage, delay or failure to perform Services arising from:
  - events outside its control;
  - inability to access the property;

- Tenant actions or omissions;
- existing damage or conditions;
- requirement for Specialist Cleaning not previously identified.

9.2 The Company shall not be liable for odours arising due to ventilation or environmental factors.

## **10. Law**

10.1. These Terms & Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

## **11. Use of Digital Imagery**

11.1. Images may be captured during Cleaning Visits for quality control and dispute resolution.

11.2. All intellectual property rights in such images remain with the Company.

11.3. Images may be used as evidence in the event of disputes or legal proceedings.

## **12. Miscellaneous**

12.1. If any term is found to be unlawful or unenforceable, the remainder shall remain in full force and effect.

12.2. No modification of these Terms & Conditions shall be binding unless agreed in writing.

12.3. These Terms & Conditions form part of the tenancy agreement and constitute the entire agreement relating to the Services.